

Online Student Satisfaction Survey Spring 2008

Total Respondents **194**

| | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------------------------------------|-----------------------|-------------------------------------|-------------------------------------|-----------------------|---------------------|--------------|
| 1. Where do you live? | <i>More than 50 miles from Shoreline</i> | <i>North of Shoreline</i> | <i>Shoreline area</i> | <i>South of Shoreline</i> | <i>Bellevue & Eastside area</i> | <i>Unanswered</i> | | |
| | 9% | 28% | 25% | 33% | 4% | 1% | | |
| 2. How did you find out about the Online class you are now taking? | <i>Printed class schedule</i> | <i>Online class schedule</i> | <i>SCC website</i> | <i>Searching / browsing the web</i> | <i>Instructor / Advisor</i> | <i>Other students</i> | <i>WAOL website</i> | <i>Other</i> |
| | 26% | 29% | 19% | 1% | 18% | 2% | 0% | 5% |
| 3. If you answered "other" to question 2 (How did you find out about the Online class you are now taking?), please describe. | | | | | | | | |
| 4. How did you register for the Online class(es) you are taking? | <i>On campus / Enrollment Services Office</i> | <i>Online Registration (via the web)</i> | <i>Unanswered</i> | | | | | |
| | 34% | 64% | 2% | | | | | |
| 5. How would you rate your overall registration experience? | <i>Excellent</i> | <i>Very Good</i> | <i>Good</i> | <i>Could have been better</i> | <i>Poor</i> | <i>No opinion</i> | <i>Unanswered</i> | |
| | 33% | 37% | 20% | 8% | 1% | 0% | 1% | |
| 6. Did you speak to an advisor before registering for your online class? | <i>Yes</i> | <i>No</i> | <i>Unanswered</i> | | | | | |
| | 47% | 52% | 1% | | | | | |

7. If you answered no to question 8 (Did you speak to an advisor before registering?), what was your reason for not speaking to an advisor?

| <i>Don't have an assigned advisor</i> | <i>Chose to self-advise</i> | <i>Couldn't reach an advisor</i> | <i>Not applicable</i> | <i>Unanswered</i> |
|---------------------------------------|-----------------------------|----------------------------------|-----------------------|-------------------|
| 8% | 31% | 2% | 31% | 28% |

8. If you answered yes to question 8 (Did you speak to an advisor before registering?), how are you working with your advisor?

| <i>By email and in person</i> | <i>By email</i> | <i>In person</i> | <i>Not applicable</i> | <i>Unanswered</i> |
|-------------------------------|-----------------|------------------|-----------------------|-------------------|
| 10% | 7% | 27% | 30% | 26% |

9. How would you rate your overall Advising experience?

| <i>Excellent</i> | <i>Very Good</i> | <i>Good</i> | <i>Could have been better</i> | <i>Poor</i> | <i>No opinion</i> | <i>Unanswered</i> |
|------------------|------------------|-------------|-------------------------------|-------------|-------------------|-------------------|
| 25% | 20% | 12% | 7% | 1% | 27% | 8% |

10. Why did you choose to take an Online class?

| <i>Availability: couldn't get into a "traditional" campus class</i> | <i>Distance: live/work too far from campus</i> | <i>Prefer taking classes online</i> | <i>Schedule flexibility: Couldn't come to campus on regular basis</i> | <i>Unanswered</i> |
|---------------------------------------------------------------------|------------------------------------------------|-------------------------------------|-----------------------------------------------------------------------|-------------------|
| 53% | 12% | 8% | 21% | 6% |

11. If an Online course you wanted to take was not going to be offered would you:

| <i>Take the class during the day on campus, if offered</i> | <i>Take the class in the evening on campus, if offered</i> | <i>Not take the class at this time</i> | <i>Hope the class would be offered online in the summer</i> | <i>Find another college offering the class online</i> | <i>Find another college offering the class on campus</i> | <i>Unanswered</i> |
|------------------------------------------------------------|------------------------------------------------------------|----------------------------------------|-------------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------|-------------------|
| 20% | 27% | 26% | 12% | 9% | 2% | 4% |

12. How would you rate your overall experience in Blackboard?

| <i>Excellent</i> | <i>Very Good</i> | <i>Good</i> | <i>Could have been better</i> | <i>Poor</i> | <i>No Opinion</i> | <i>Unanswered</i> |
|------------------|------------------|-------------|-------------------------------|-------------|-------------------|-------------------|
| 24% | 40% | 23% | 10% | 2% | 0% | 1% |

13. Distance Learning is the term that SCC uses to describe the online/mostly online class you took. Do you know what "distance learning" means when you read it on the SCC website or quarterly class schedule or would one of these other terms be more easily identifiable?

| <i>eLearning</i> | <i>Online</i> | <i>Distributed learning</i> | <i>Blackboard</i> | <i>Distance Learning</i> | <i>Unanswered</i> |
|------------------|---------------|-----------------------------|-------------------|--------------------------|-------------------|
| 35% | 41% | 1% | 10% | 11% | 2% |

14. Multiple Choices

What type of access to the internet do you use to participate in your online class?

| <i>High-speed</i> | <i>High-speed DSL</i> | <i>Dial-up</i> | <i>I do not have a computer</i> | <i>Unanswered</i> |
|-------------------|-----------------------|----------------|---------------------------------|-------------------|
| 64% | 27% | 4% | 3% | 2% |